

# PERFORMANCE INDICATORS AT TUM LIBRARY

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## TUM Library

- 9 Branch libraries
- 4 Locations
- 115 Staff members
- Services for 37,000 students and 10,000 university staff



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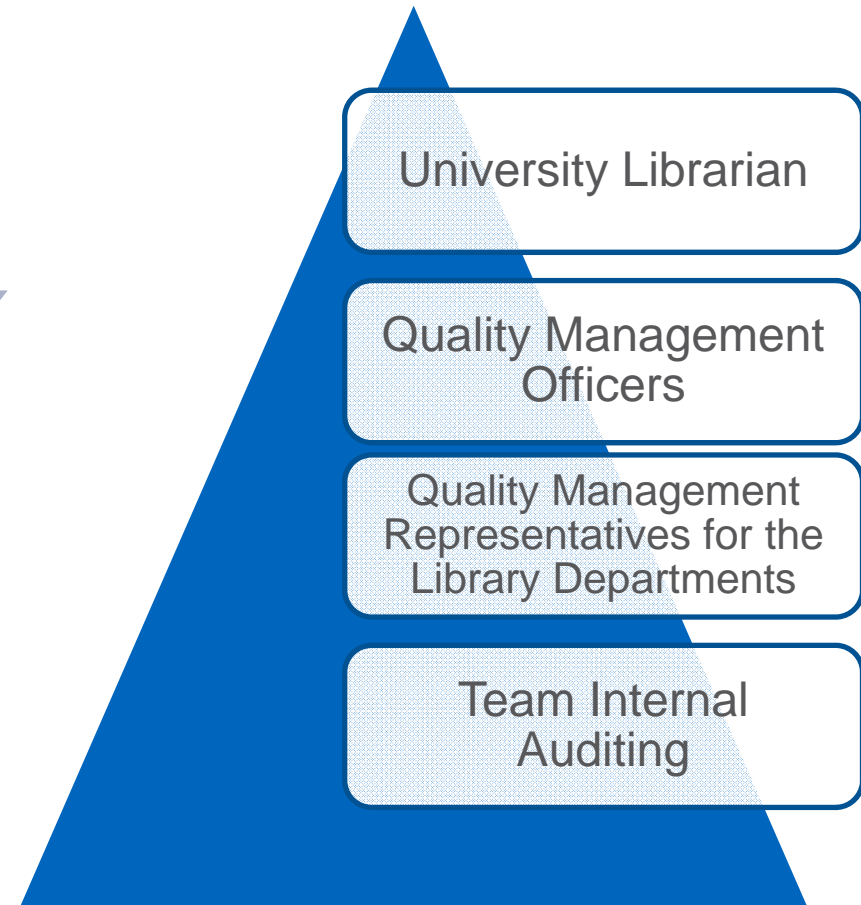
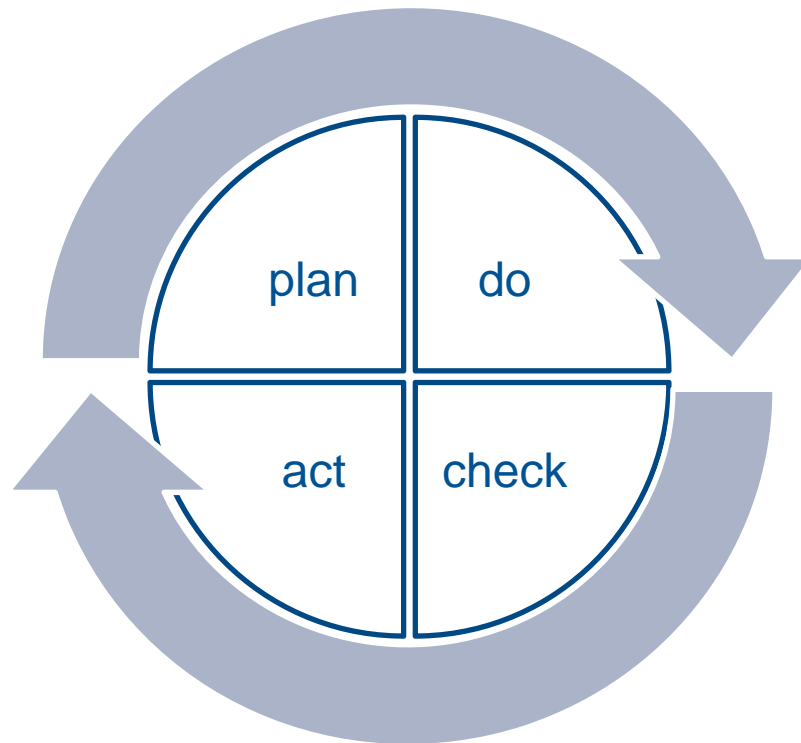
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## Quality Management

- Identify who our customers are and what they expect from the library
- Decide which expectations should be met and which not
- Define the library's tasks and responsibilities
- Develop a mission, goals and objectives



# Quality Management Structure



## Performance Indicators for TUM Library



- Reflect the library's mission and goals
- Focus on modern and profile defining services
- Represent the main areas of our projects and innovations
- Be able to visualize the changes of our customers' demands

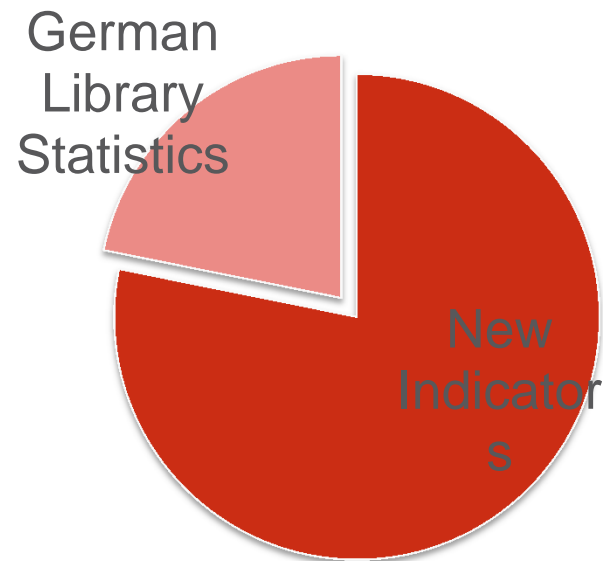
## Existing Indicators

### German Library Statistics

Dimensions: library space and equipment, holdings, loans, spendings, budget and staff

#### Weaknesses:

- Focuses on traditional tasks for libraries, changes slowly
- Collection-based
- More than 400 indicators
- Performance and key data for different branches not represented



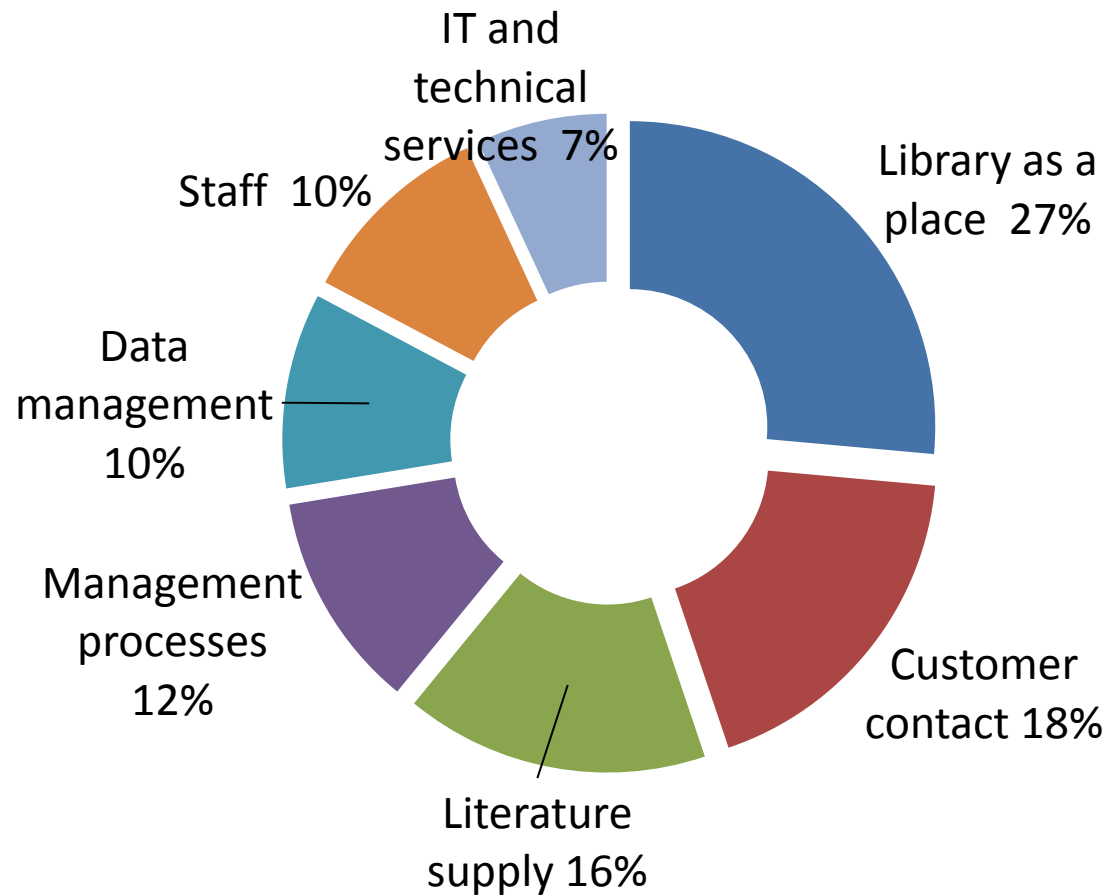


## Library Profile



- Centre of information
- Centre for learning, teaching and working
- Centre for conveying knowledge and information competence
- Centre for customer focus and innovation
- Contemporary employer
- Cooperation partner

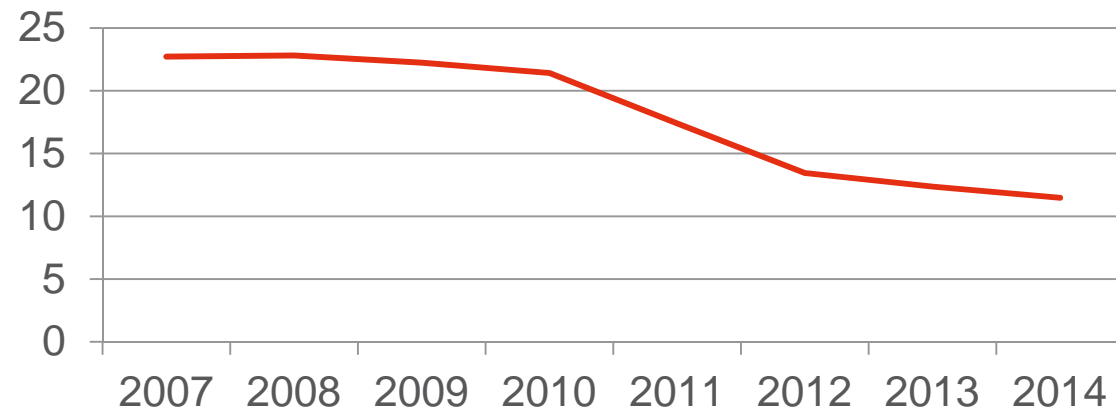
## TUM Library's Set of Performance Indicators



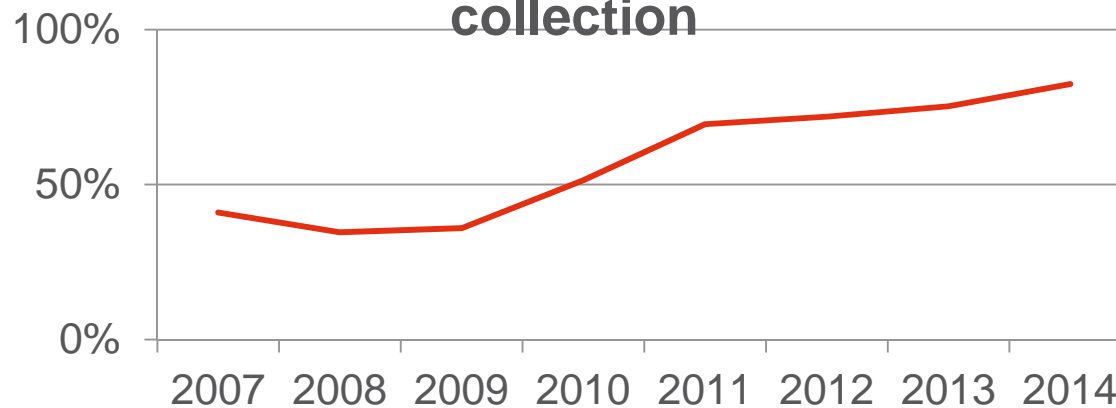


## Collection: Print vs. Online

### Loans print materials per capita



### Percentage of acquisitions expenditure spent on the electronic collection



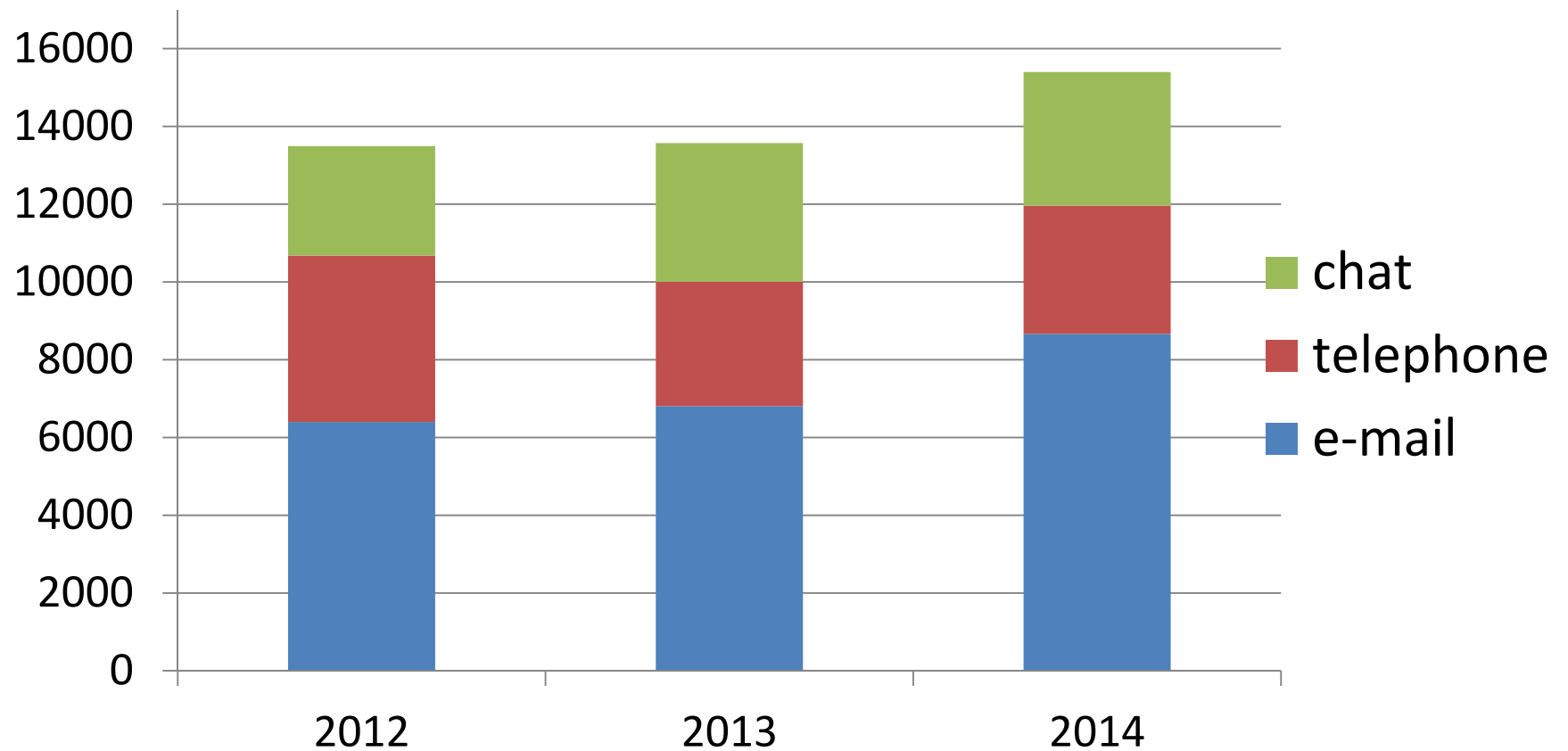
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## Library as a Place

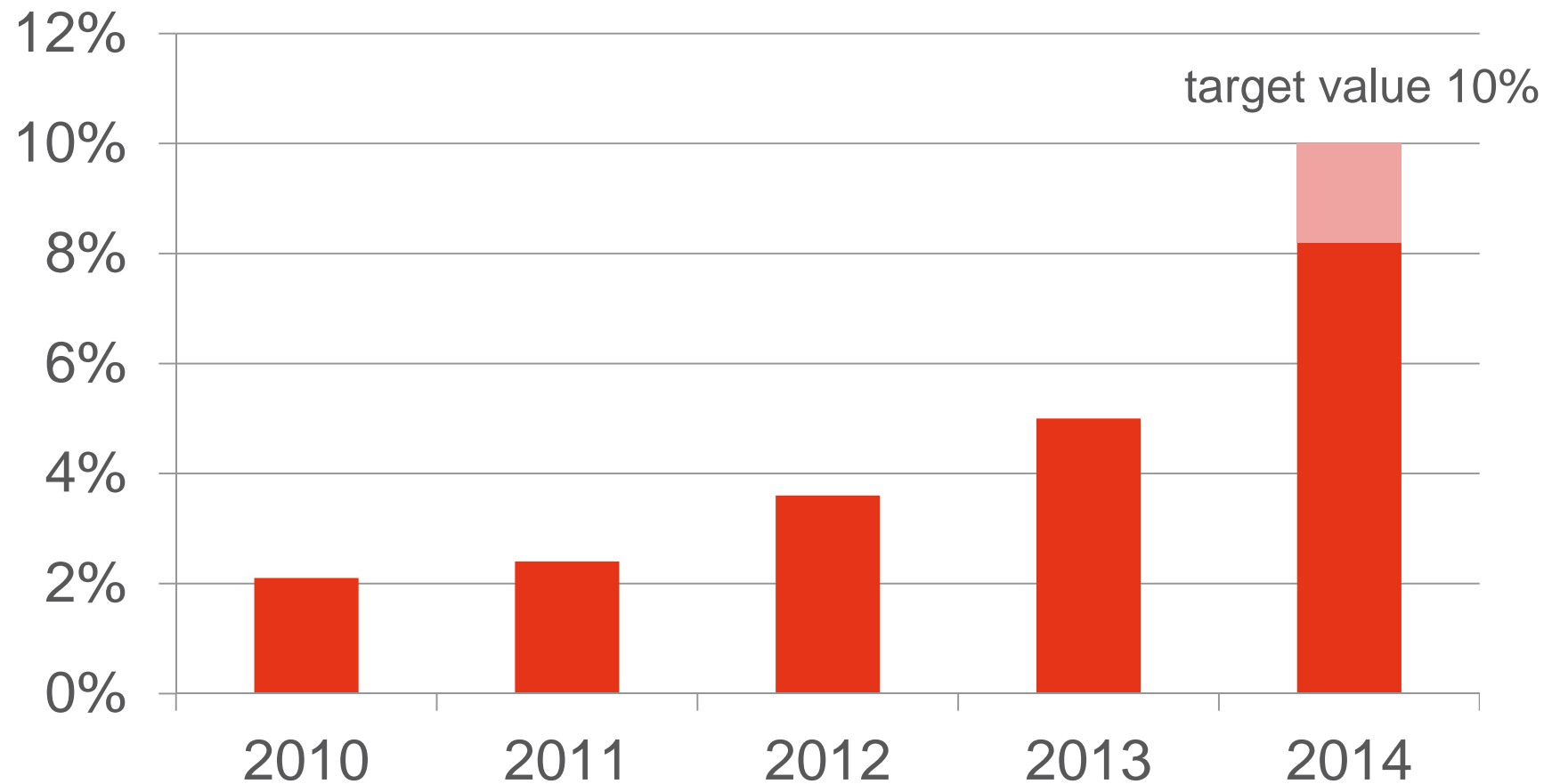


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## Information Requests



## Open Access Publications TUM Members in Relation to all Publications

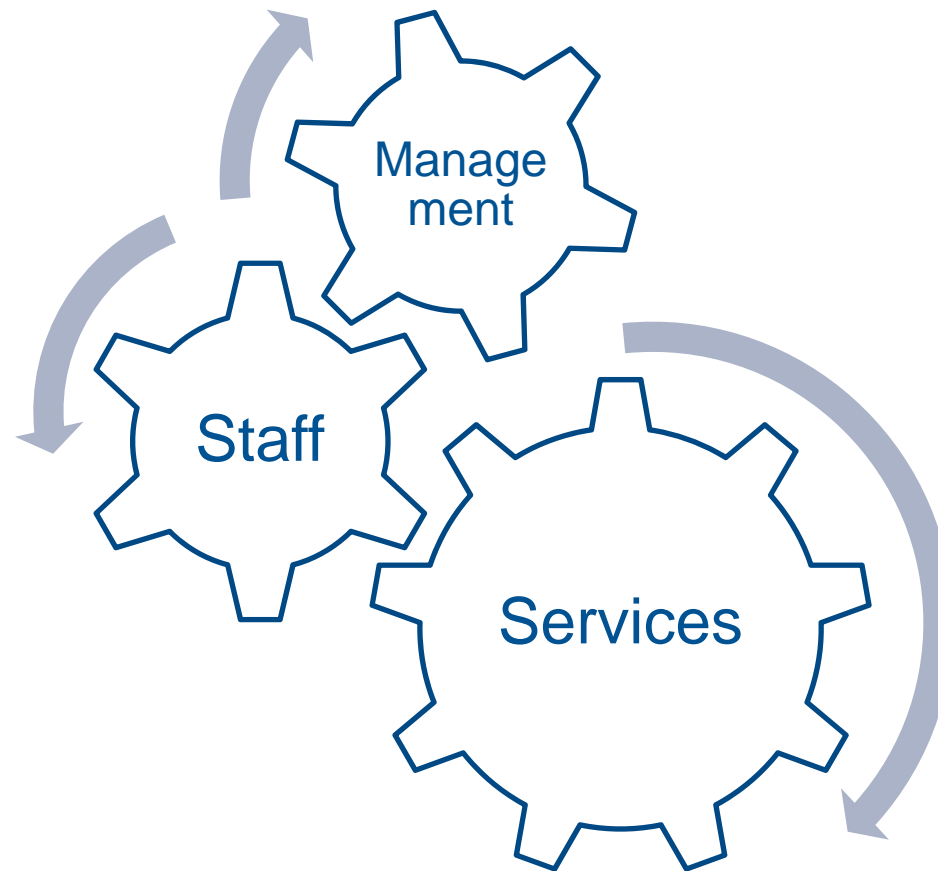


## If a Target Value is not reached

- Does it even bother me?
- Is the service customer oriented?
- Do my customers know about the service?
- Is the workflow well organized?
- Is there enough manpower to execute the service?



## Staff and Management Processes





## Outlook

- Analysis and discussion of the 2014 results
- Definition of measures for improvement
- Evaluation of the set of indicators regarding
  - coverage
  - quantity
  - informative value
  - outcomes for library performance
- Collection of data



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